

Telephony User Group Meeting
November 1, 2005
10:00 – 11:30
Location: HMW Building, Rm 428

Thank you, Julie VanBeekum, for hosting today's meeting.

PBX/Key System Upgrade:

Bill Theel presented the PBX/Key System upgrade scheduled and explained the flow of the upgrades, and what they are dependent upon. A copy of the scheduled was provided to each one in attendance. An electronic copy will be attached to these notes.

Conversions:

Bill also discussed the Long Distance, Toll Free, and Calling Card conversion. ORS and Tax stated their agencies did have some problems. The agencies would like some notification prior to changes so that problems can be anticipated and resolutions can be in place or at least considered prior to any problems occurring. Bill and Annette explained the planning department did not anticipate any problems. Better communication is needed for future projects.

- Kudos to Gail, for resolving the toll-free conversion problem(s).
- Kudo to Patricia Budge for the seamless conversion of calling cards.
- Kudos to the Order Desk for issuing all the order required for the calling card conversion.

VoIP

DTS is in no hurry to migrate to Voice over IP. The technology is expensive and the quality of service is not as good. Long Distance was a previous driver for VoIP, however, long distance charges are lower than ever, therefore, long distance is not the driving factor today. Applications are the driving factor. To discuss your agencies application driver for VoIP, please contact your Voice Planner.

VoIP Lab

DTS has set up a Cisco Voice over IP lab on Capitol Hill and the technicians are working with it. There will be more news at the next user group meeting.

From the Order Desk:

The accuracy and speed of working telephony orders have improved. A typical order is, for the most part, closed and posted in 7 – 8 days from receipt at the order desk. Progress has been made as to the method of submitting orders; however, it still takes a while to get all the required information for order dispatch. It was the intent of ITS to make available an Aries front end that was web-enabled. This would allow the user to check on the status of an order at any time without having to call the order desk. Resource issues have placed this project on hold. Management of the order desk then considered a form created by Adobe that would be supply all the required information at the initial submission. This

proved to be an unpopular offering, and the project was scrapped. DTS is now working with another web development group to create and implement an order form that is user friendly, yet contains all the required information to issue and work an order. As DTS develops this tool, agencies will be invited to work with DTS on the prototype. This project could be completed in as little as six months. Let Gene know if you are interested in participating in this project. He can be reached via email: gpuckett@utah.gov. There will more information on this topic at the next user group meeting.

Audio/Web Conferencing

Qwest representatives, Andrew Howlett and Neecole Colston, presented a demo of audio/web conferencing. This is a great tool for conference calling and web conferencing. Attached is the job aid, user guide, and product description. The information is also available on the ITS product web page:

<http://its.utah.gov/productsservices/voiceprods/moreteleservice/conferencecalling.htm>

Next Meeting

The next meeting will be hosted by DWS on February 14, 2006. More information to follow regarding exact location.

Thanks to all of you for attending and providing valuable input.

Respectfully,
Linda Schiele
Product Manager, Voice Services